

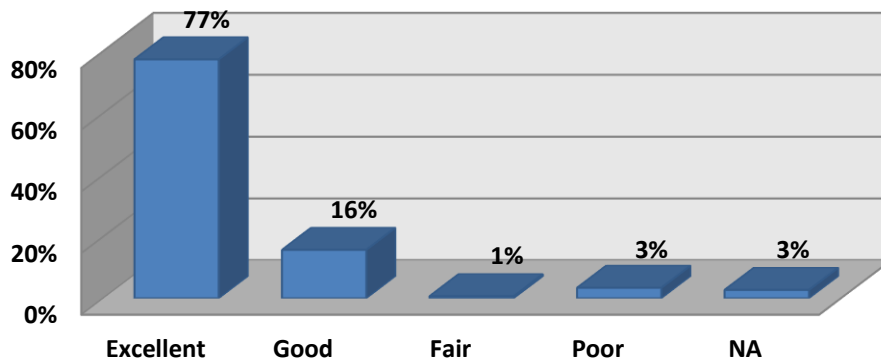
2016 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	113	77%
Good	23	16%
Fair	1	1%
Poor	5	3%
NA	4	3%
Total	146	100%

1. Please rate the quality of services you receive from IVRS



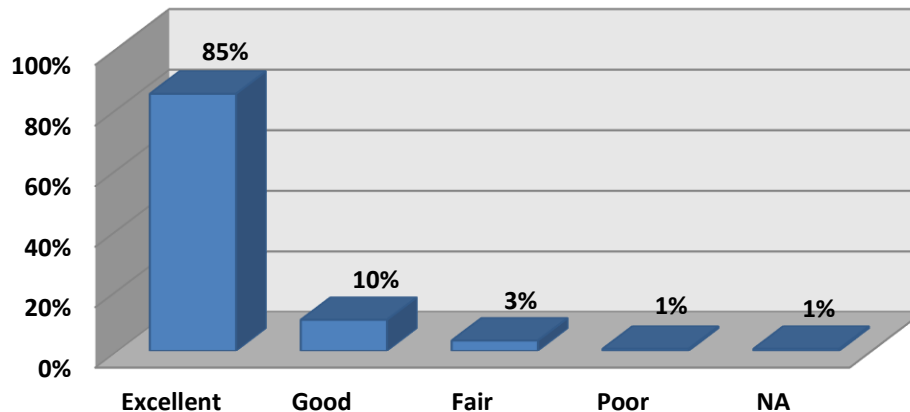
2016 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

2. Please rate the politeness of IVRS staff.

Excellent	124	85%
Good	15	10%
Fair	5	3%
Poor	1	1%
NA	1	1%
Total	146	100%

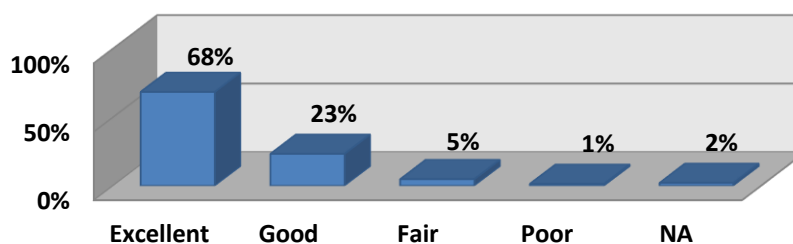
2. Please rate the politeness of IVRS staff



3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	100	68%
Good	34	23%
Fair	7	5%
Poor	2	1%
NA	3	2%
Total	146	100%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



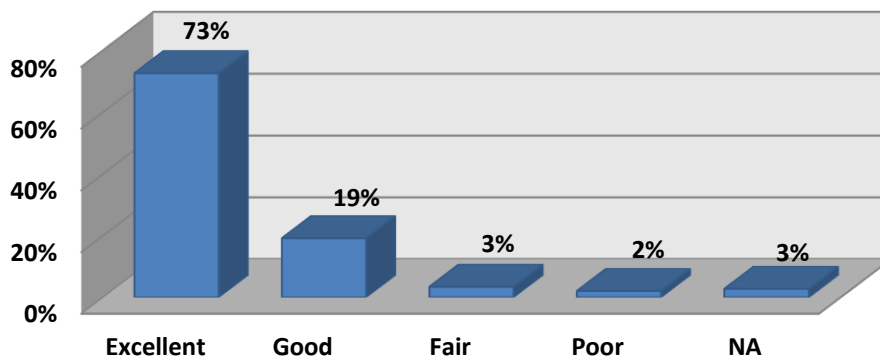
2016 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

4. Please rate the chance of recommending IVRS to someone else.

Excellent	106	73%
Good	28	19%
Fair	5	3%
Poor	3	2%
NA	4	3%
Total	146	100%

4. Please rate the chance of recommending IVRS to someone else



Percent Returned by Area Office

